

Cloud Block Storage

Troubleshooting

Product Documentation



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Failed to Unmount Cloud Disks from Windows CVM Instances

Last updated : 2023-12-22 10:57:04

Symptom

After a disk is set to offline status for a Windows CVM instance, [detaching the cloud disk](#) in the console failed.

Possible Causes

Processes of the operating system, such as Taskmgr.exe, svchost.exe, and System, are using the disk, causing the detaching to fail.

Solutions

1. Check whether the disk is in offline status.
2. View the processes that use the disk in the Event Viewer. End them and try to detach the disk again.

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Note:

This document uses a CVM instance with Windows Server 2012 R2 DataCenter 64-bit English installed as an example. Note that the steps may vary by operating system version.

Checking the disk status

1. Log in to the Windows CVM instance as the admin as instructed in [Logging in Using Standard Method \(Recommended\)](#).
2. On the desktop, right-click



in the bottom-left corner.

3. In the pop-up menu, select **Disk Management**.
4. In the **Disk Management** window, check whether the cloud disk to be detached is in offline status.
If so, proceed to the next step.
If not, right-click the status area of the disk and click **Offline** in the pop-up menu.

Locating and ending processes

1. On the desktop, right-click



in the bottom-left corner.

2. In the pop-up menu, select **Event Viewer**.
 3. In the **Event Viewer** window, select **Windows Logs > System** on the left.
 4. In the system logs, click to view the alarm information and determine that the process using the disk is Taskmgr.exe.
 5. End the process and try to [detach the cloud disk in the console](#) again.
- If you cannot manually end the process (system processes such as svchost.exe or System), shut down the CVM instance as instructed in [Shutting Down Instances](#) and then try to [detach the cloud disk in the console](#) again.

Disk Not Mount upon Linux CVM Restart

Last updated : 2023-12-22 10:57:42

Symptom

The file system is created and configured to automatically mount to the cloud disk on a Linux CVM, but automount fails upon the CVM restart.

Possible Causes

Reason 1: Cloud disk automount is not configured in the `fstab` configuration file of the CVM.

Reason 2: Incorrect configuration of the `fstab` configuration file.

For example, if the device name is used for automatic mounting and it changes when CVM restarts, the startup will fail.

Solutions

Solution to reason 1:

Refer to the following method to reconfigure the `/etc/fstab` file to automatically mount cloud disks after a CVM restarts:

Using the soft link of the disk (recommended)

Using the Universally Unique Identifier (UUID) of the file system

Using the device name (not recommended)

For detailed directions, see [Configuring the `/etc/fstab` file](#).

Solution to reason 2:

Log in to the Linux CVM using VNC and enter single user mode. In this mode, fix and reconfigure the `/etc/fstab` configuration file. For detailed directions, see [Fixing the `/etc/fstab` file](#).

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Configuring the `/etc/fstab` file

1. [Log in to a Linux instance using standard login method](#).
2. Choose a configuration method to obtain information.

Using the soft link of elastic cloud disks (recommended)

Using the UUID of the file system

Using device name (not recommended)

Analyzing the configuration method

Pros: The soft link of an elastic cloud disk is fixed and unique. It does not change with operations such as mounting, unmounting, and formatting partitions.

Cons: Only an elastic cloud disk can use the soft link, which operates imperceptibly for the partition formatting operation.

Obtaining information

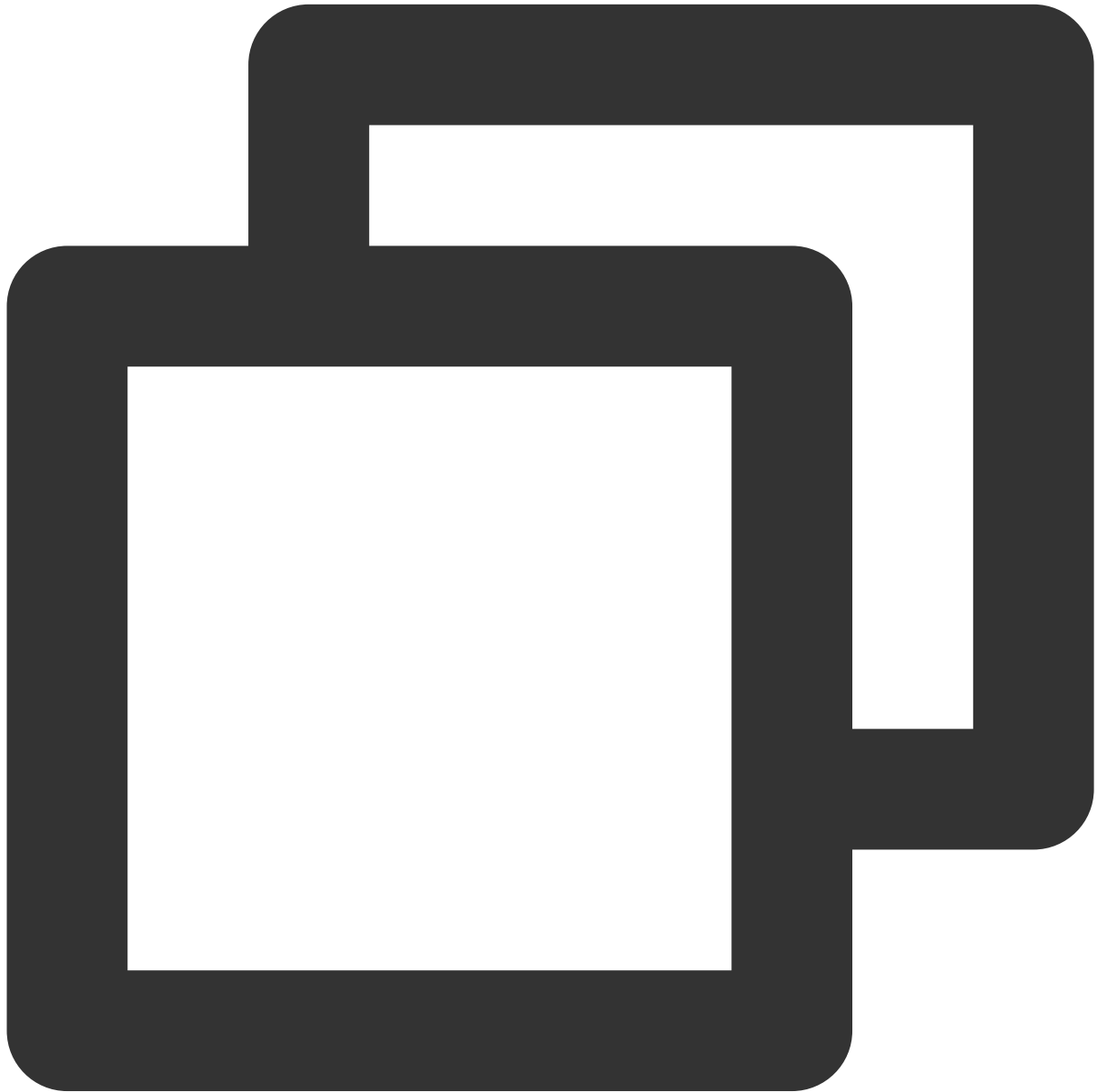
Run the following command to view the soft link of the elastic cloud disk.

Analyzing the configuration method

Automatic mounting configuration may fail due to changes in a file system's UUID. For example, reformatting a file system will change its UUID.

Obtaining information

Run the following command to view the UUID of the file system.



```
blkid /dev/vdb1
```

The following information appears:

```
[root@VM-8-11-centos ~]# blkid /dev/vdb1  
/dev/vdb1: UUID="6f235d90-b1fe-4e95013829aa" TYPE="ext4"
```

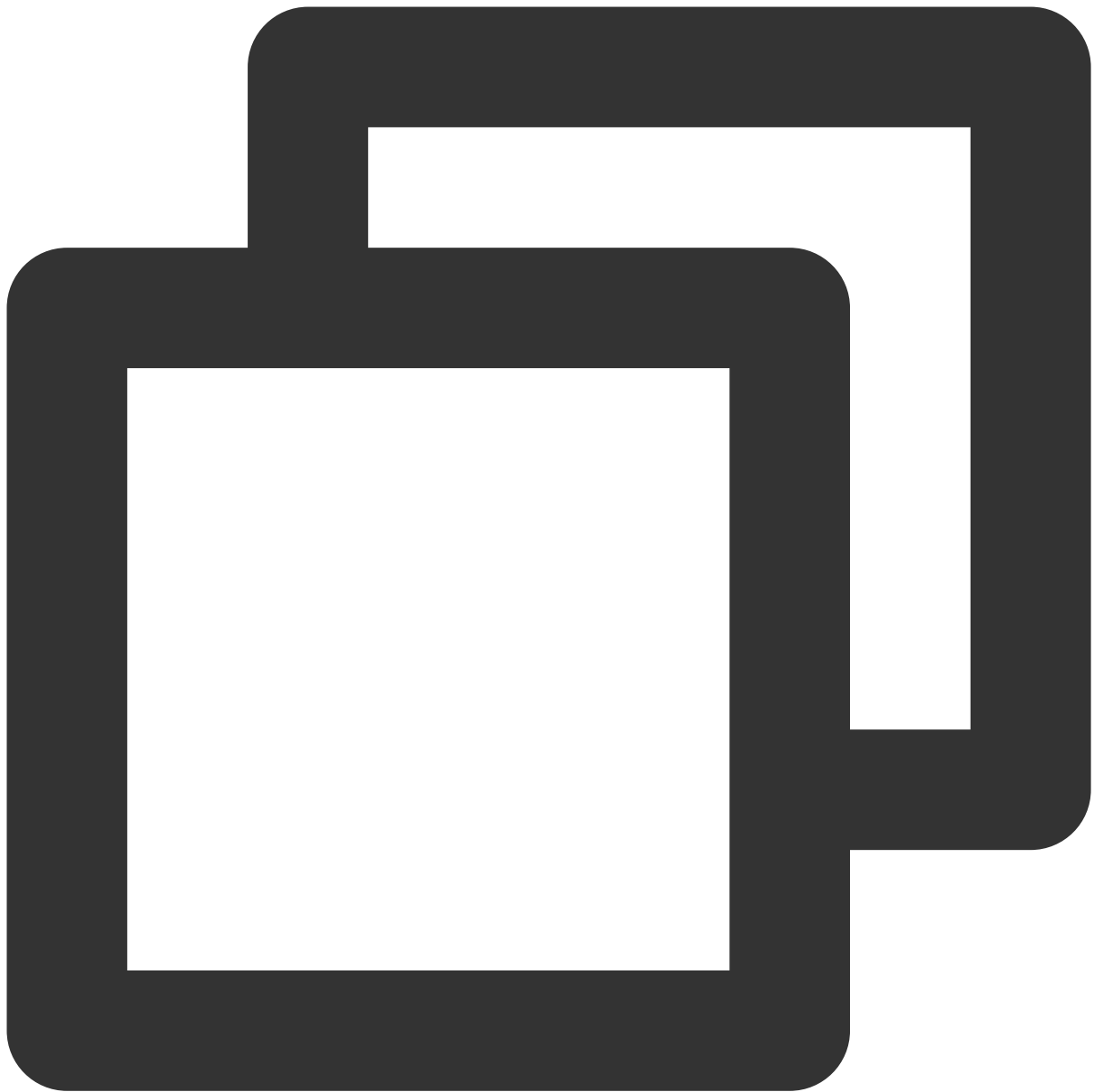
Analyzing the configuration method

Automatic mounting configuration may fail due to changes in device name.

For example, if an elastic cloud disk on the CVM is unmounted and then remounted, the device name may change when the operating system recognizes the file system again.

Obtaining information

Run the following command to view the device name.



```
fdisk -l
```

The following information appears:

```
[root@VM-8-11-centos ~]# fdisk -l

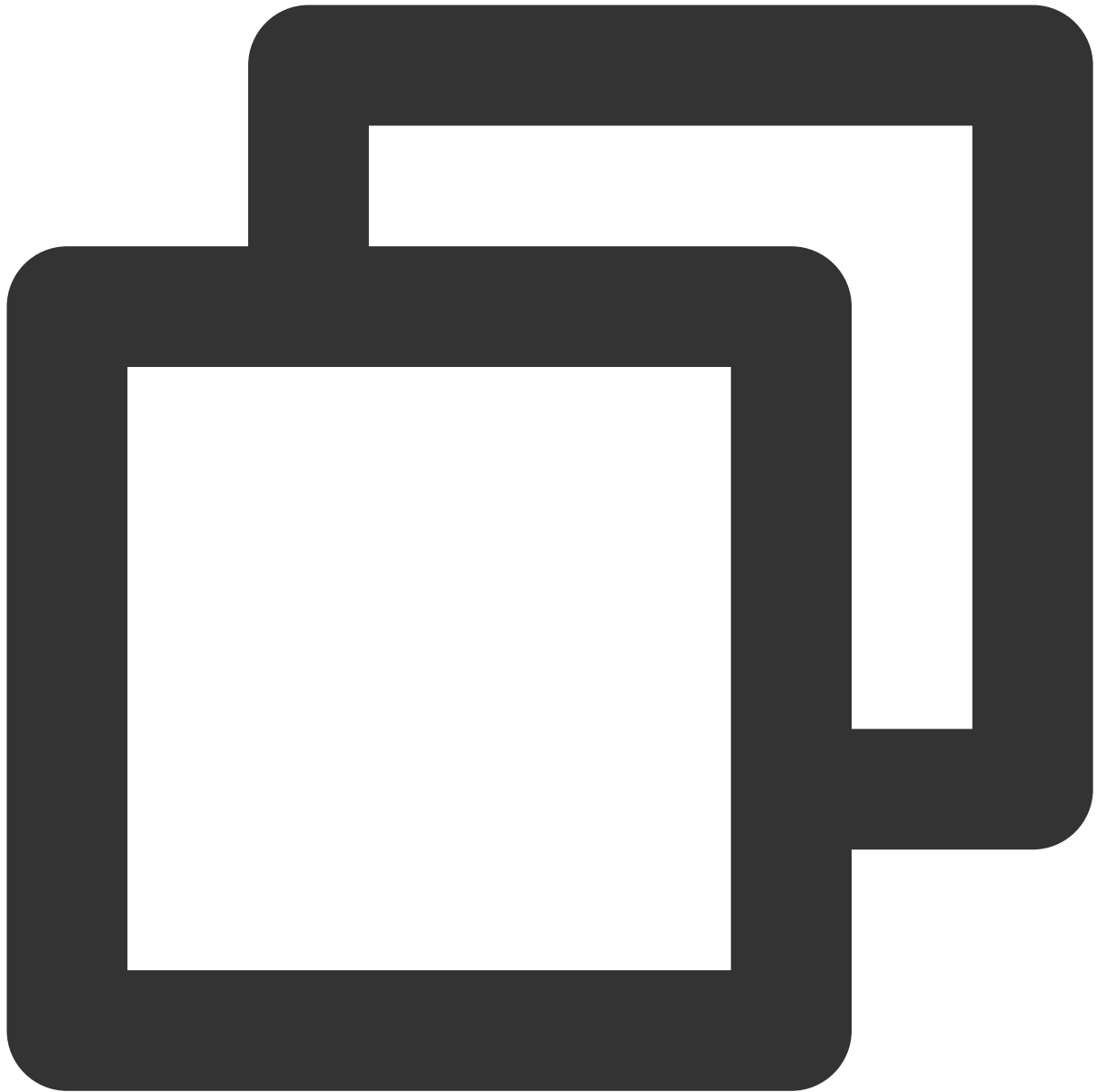
Disk /dev/vda: 53.7 GB, 53687091200 bytes, 104857600 sectors
Units = sectors of 1 * 512 = 512 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk label type: dos
Disk identifier: 0x0009ac89

   Device Boot      Start         End      Blocks   Id  System
/dev/vda1    *          2048     104857566     52427759+  83  Linux

Disk /dev/vdb: 10.7 GB, 10737418240 bytes, 20971520 sectors
Units = sectors of 1 * 512 = 512 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk label type: dos
Disk identifier: 0x2480cc6f

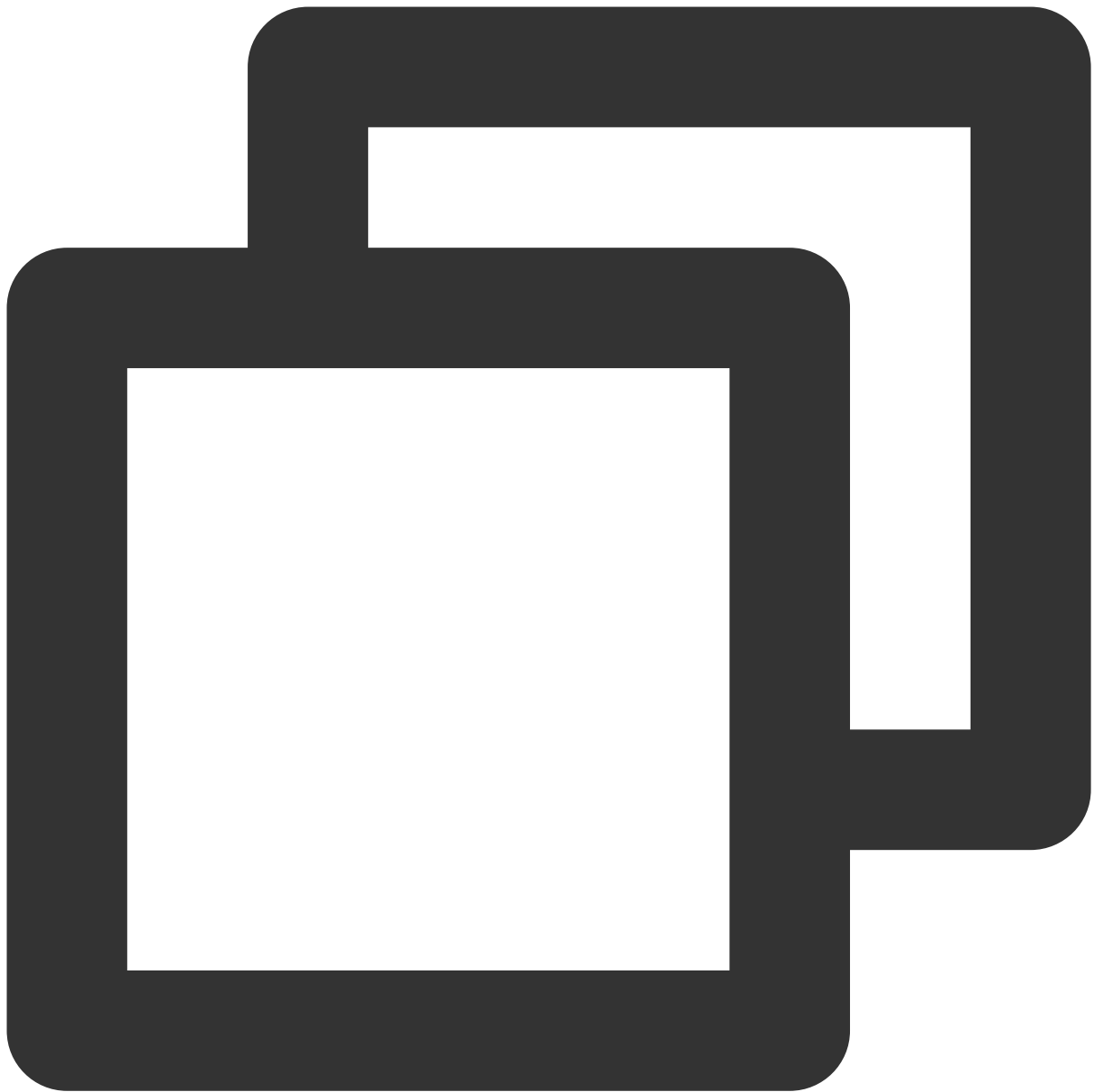
   Device Boot      Start         End      Blocks   Id  System
/dev/vdb1                2048     20971519     10484736   83  Linux
```

3. Run the following command to back up the `/etc/fstab` file to the `/home` directory, for example:



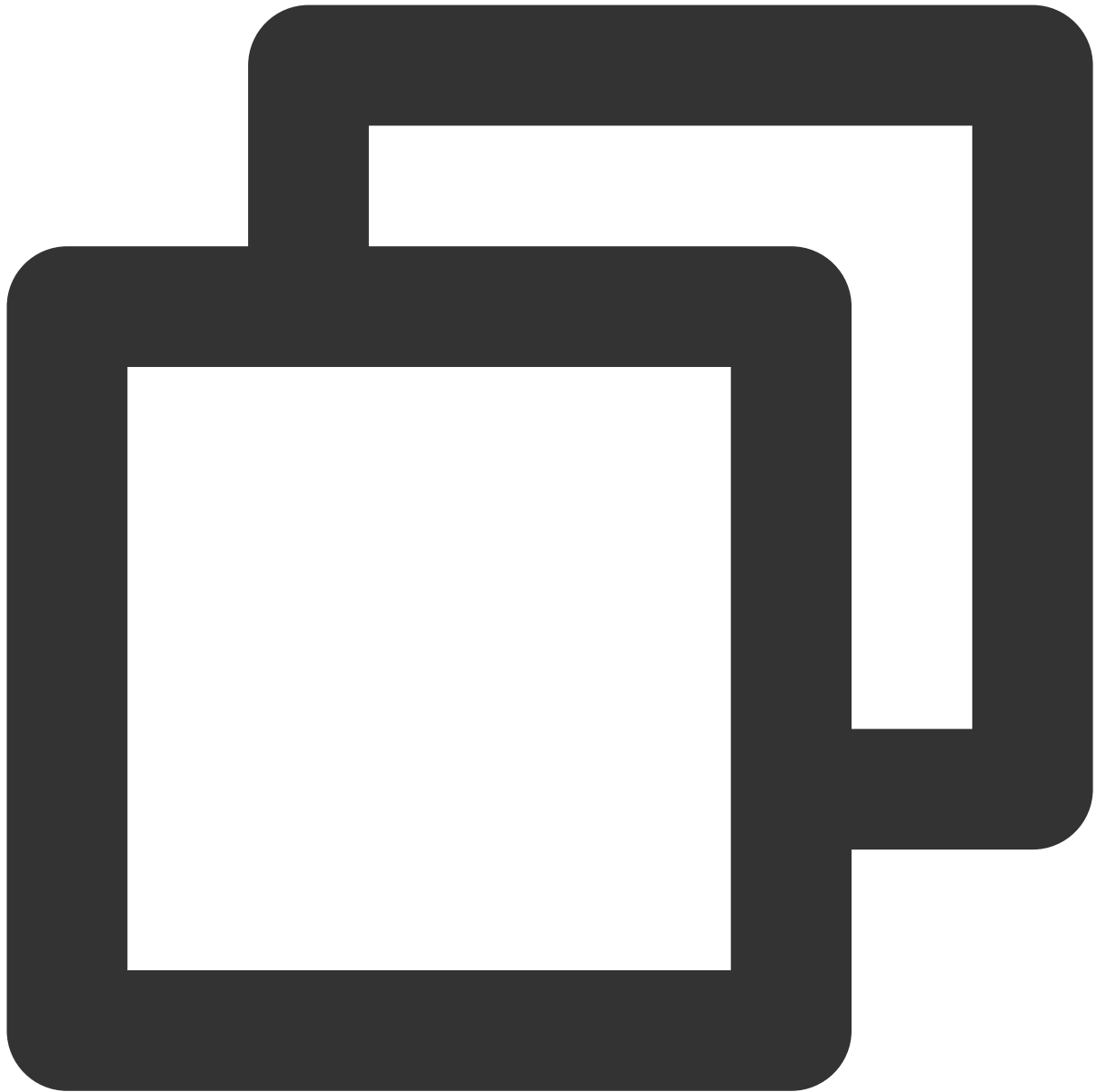
```
cp /etc/fstab /home
```

4. Run the following command to use VI editor to open the `/etc/fstab` file.



```
vi /etc/fstab
```

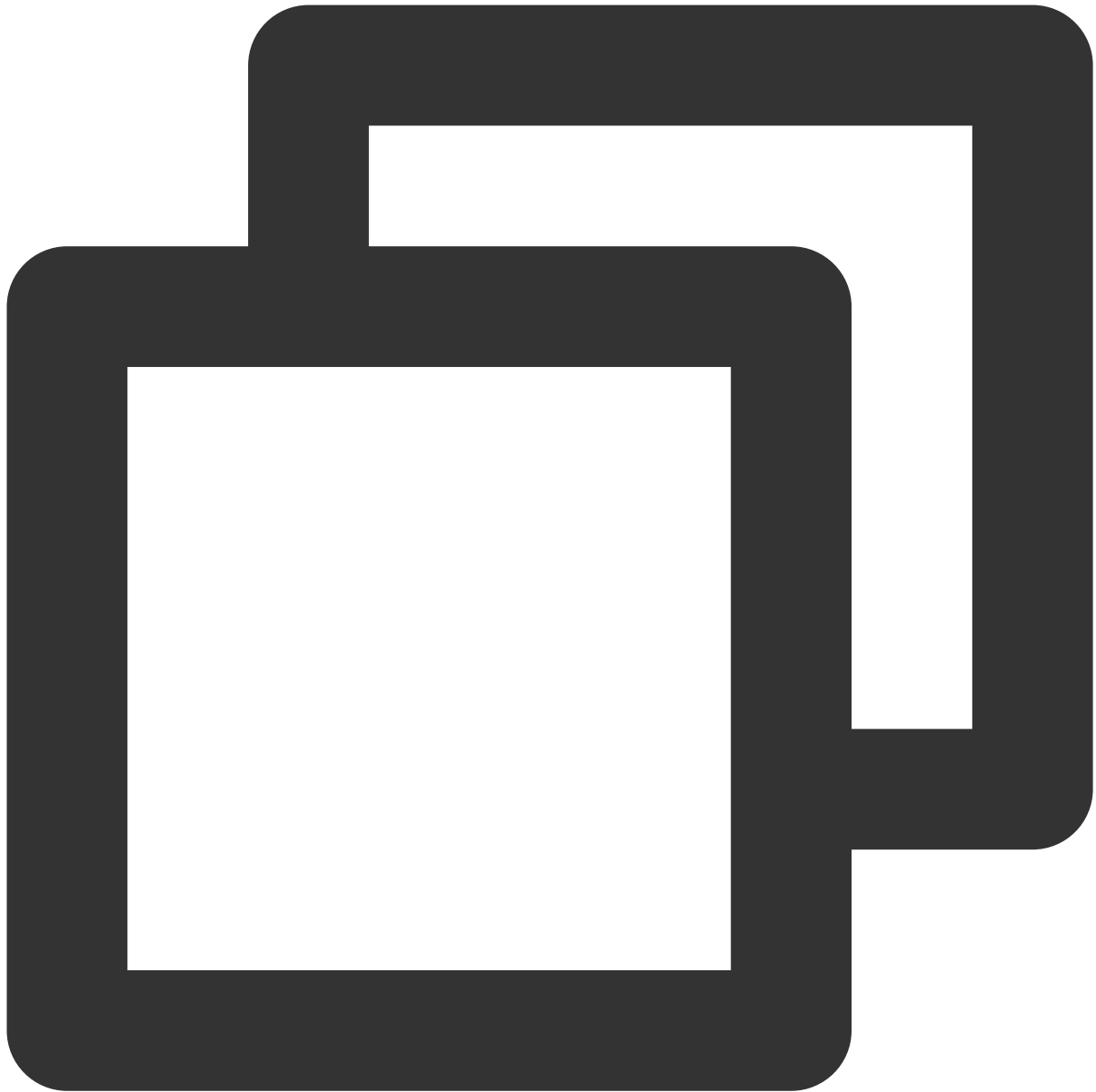
5. Press **i** to enter the edit mode, and append the following content to the next line of the last line of the file.



```
<Device information> <Mount point> <File system format> <File system installation o
```

Refer to the following examples according to the configuration method selected in [step 2](#).

(Recommended) Take the soft link of an elastic cloud disk as an example. Add the following content:



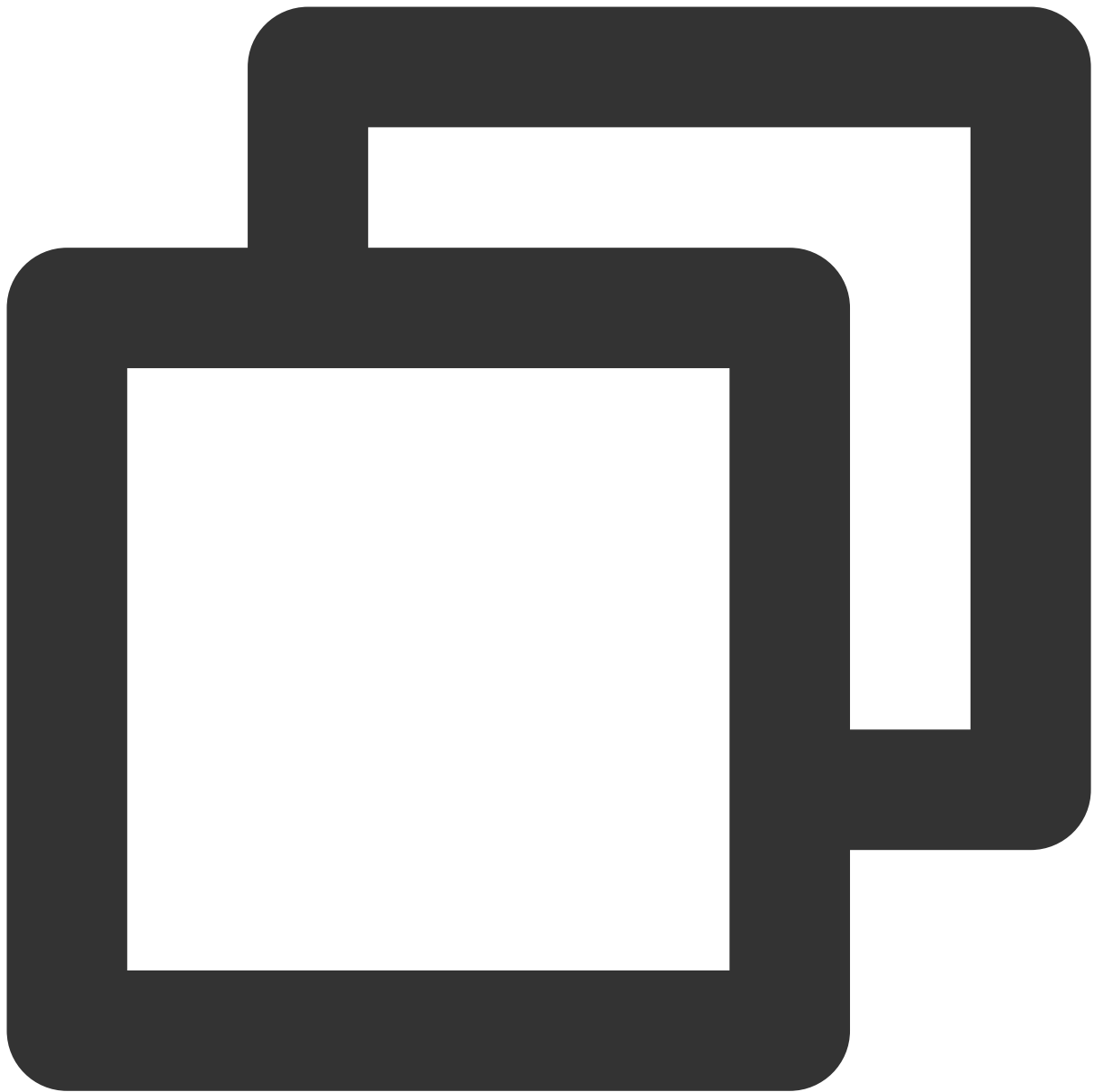
```
/dev/disk/by-id/virtio-disk-drkhklpe-part1 /data/newpart ext4 defaults 0 2
```

Take the UUID of the file system as an example. Add the following content:



```
UUID=d489ca1c-5057-4536-81cb-ceb2847f9954 /data/newpart ext4 defaults 0 2
```

(Not recommended) Take the device name as an example. Add the following content:



```
/dev/vdb1 /data/newpart ext4 defaults 0 2
```

6. Press **ESC**, enter **:wq**, and press **Enter** to save the configuration and exit the editor.

7. Run the following command to check whether the `/etc/fstab` file has been written successfully.



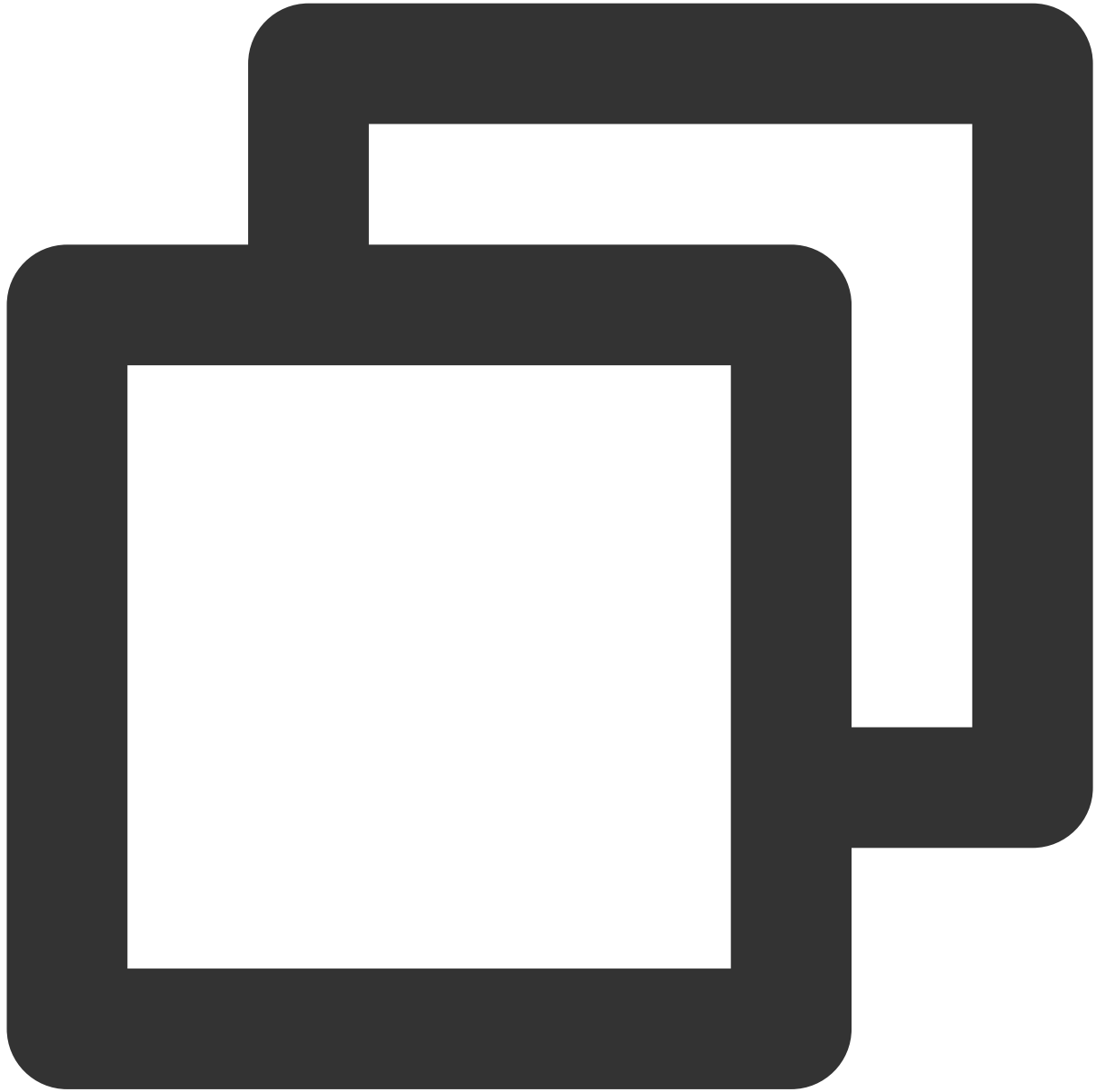
```
mount -a
```

If information similar to what is shown below is returned, the file has been written. The file system will automatically mount when the operating system is started. You can restart CVM to verify the result.

```
[root@VM-8-11-centos ~]# mount -a  
[root@VM-8-11-centos ~]#
```

Fixing the `/etc/fstab` file

1. [Log in to a Linux instance using VNC](#).
2. Enter single user mode. For detailed directions, see [Configuring Linux CVM to Boot into Single User Mode](#).
3. Run the following command to back up the `/etc/fstab` file to the `/home` directory, for example:



```
cp /etc/fstab /home
```

4. Run the following command to use VI editor to open the `/etc/fstab` file.



```
vi /etc/fstab
```

5. Press **i** to enter the edit mode. Move the cursor to the beginning of the error line and enter **#** to comment out this configuration, as shown below.

Note:

This line configures data disk automount. However, due to misconfiguration, the cloud disk could not be mounted when CVM restarts.

```
# /etc/fstab
# Created by anaconda on Tue Nov 26 02:11:36 2019
#
# Accessible filesystems, by reference, are maintained under '/dev/disk/'.
# See man pages fstab(5), findfs(8), mount(8) and/or blkid(8) for more info.
#
# After editing this file, run 'systemctl daemon-reload' to update systemd
# units generated from this file.
#
UUID=659e6f89-71fa-463d-842e-ccd2c06e0fe / ext4 defaults
# /dev/vdc1_/data auto rw,relatime,data=ordered 0 2
```

6. Press **ESC**, enter **:wq**, and press **Enter** to save the configuration and exit the editor.
7. Enter `exit` to exit the single user mode.
8. Wait until restarting is completed. Log in to the CVM.
9. Reconfigure the file as instructed in [Configuring the `/etc/fstab` file](#).